



STATE OF TENNESSEE

DEPARTMENT OF HUMAN RESOURCES

CLASS SPECIFICATION

Class Title: ELIGIBILITY COUNSELOR 1*			Abbreviation: ELIG CO 1
Class Code: 79621	OCC Code: 7	Analyst: EX	Effective Date: April 1, 2002

SUMMARY: Under immediate supervision, is responsible for professional eligibility determination work of routine difficulty; and performs related work as required.

DISTINGUISHING FEATURES: This is the entry-level class in the Eligibility Counselor sub-series. An employee in this class learns the rules and regulations necessary to determine eligibility for monetary benefits for social services. This class differs from that of Eligibility Counselor 2 in that an incumbent of the latter acts at the working level under general supervision.

*An applicant appointed to this flexibly staffed class will be reclassified to the next higher class in the series after successful completion of a mandatory one-year training period; inadequate or marginal performance during the training period will result in automatic demotion or termination.

EXAMPLES OF DUTIES AND RESPONSIBILITIES

1. Learns to interview applicants to determine needed social services such as Food stamps, Medicaid, Families First, and other available services; asks applicants questions needed to complete budget forms related to their eligibility status; listens to information applicants provide concerning their eligibility; response to concerns expressed by angry and volatile applicants on matters concerning their eligibility, utilizing case management techniques.
2. Learns to determine benefit eligibility budgets; calculates and ensures accurateness of benefits by use of computer system; verifies information such as, citizenship, income, residence, and age by making collateral contacts and reviewing documentary evidence; documents required verifications, services and benefits provided, and other case-related activity using a computerized case record; applies policy, procedure, rules, and regulations governing the determination of eligibility for benefits; makes decisions regarding the implementation of policy and procedure.
3. Learns to evaluate customers' self-sufficiency and compliance with program requirements; assesses the customer's strengths and considers the customer's goals and desired outcomes, work activities, and supportive services that will lead to self-sufficiency; develops an individualized, mutually agreed upon work plan with the customer based on their strengths, goals, and interests.



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4. Learns to refer customers to supportive services, education, and work-related activities; identifies relevant services and community resources based on the client's needs, including transportation, child care, clothing, education, job training, and food banks services.

MINIMUM QUALIFICATIONS

Education and Experience: Graduation from an accredited college or university with a bachelor's degree; qualifying full-time eligibility determination experience at a professional, paraprofessional, or technical level may be substituted for the required education, on a year-for-year basis, to a maximum of four years.

Necessary Special Qualifications: None.

EXAMINATION METHOD: Written Test, 100%, for Career Service positions.